

Description:

The Industrial Commission was established to impartially and efficiently administer the Idaho Workers' Compensation Law in a manner that encourages a safe work environment, prompt, accurate benefit payments, timely dispute resolution, and quality vocational rehabilitation services at a reasonable cost to employers. The overall responsibilities performed by the Compensation Division include evaluating insurance carriers wishing to write workers' compensation insurance and employers wishing to become self-insured; ensuring adequate securities are on deposit with the State Treasurer to cover outstanding awards; enforcing the coverage requirements of the Workers' Compensation Law; monitoring benefit payments to assure they are provided promptly and accurately; assisting parties to workers' compensation claims by supplying accurate information and facilitating the informal resolution of disputes.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Employer Compliance: Enforce coverage requirements of Workers' Compensation Law.

- A. First contact (letter) with employers identified as out of compliance made within an average of 14 days;

Actual Results			
1996	1997	1998	1999
not tracked	not tracked	not tracked	14 days
Projected Results			
2000	2001	2002	2003
14 days	14 days	14 days	14 days

- B. Employers refusing to obtain the required insurance referred to Deputy Attorney General within 10 days of notification of pending legal action;

Actual Results			
1996	1997	1998	1999
not tracked	14 days	12 days	12 days
Projected Results			
2000	2001	2002	2003
11 days	10 days	10 days	10 days

- C. Personal contact made with the employer by a Compliance Investigator within an average of 21 days of the referral of the case to the investigator;

Actual Results			
1996	1997	1998	1999
not tracked	32 days	14 days	18 days
Projected Results			
2000	2001	2002	2003
14 days	14 days	14 days	14 days

- D. 90% of Proof of coverage notifications received electronically by FY 2001.

Actual Results			
1996	1997	1998	1999
0%	0%	100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

Industrial Commission

Compensation

2. Benefits Administration: Review all settlements and closing documents to assure workers receive the appropriate benefits.

- A. 90% of lump sum settlements processed within 14 days of receipt;

Actual Results			
1996	1997	1998	1999
not tracked	92.00%	92.04%	92.05%
Projected Results			
2000	2001	2002	2003
92.00%	92.00%	92.00%	92.00%

- B. 90% of summary of payments processed within an average of 60 days of receipt.

Actual Results			
1996	1997	1998	1999
not tracked	91.70%	92.48%	94.68%
Projected Results			
2000	2001	2002	2003
95.00%	96.00%	96.00%	96.00%

3. Records Management: Maintain a record of all claims for workers' compensation benefits.

- A. First report of injury forms processed and data entered within an average of 5 days following receipt

Actual Results			
1996	1997	1998	1999
not tracked	2 days	1 day	2 days
Projected Results			
2000	2001	2002	2003
2 days	2 days	2 days	2 days

- B. 75% of first report of injury forms received electronically by FY 2001.

Actual Results			
1996	1997	1998	1999
not tracked	8.50%	8.08%	9.99%
Projected Results			
2000	2001	2002	2003
10.00%	36.00%	79.00%	90.00%

Program Results and Effect:

During the last two year period, the Compensation Division has been active in reengineering the processes utilized by the Division. Significant outcomes of this reengineering include the acceptance of electronically submitted first report of injury forms. Currently one insurance carrier is submitting first reports through this means, with others currently working with the Commission to be included in this process. Medical reports are no longer stored at the Commission for all workers' compensation claims. Rather, reports are requested from the surety or health care provider on an as-needed basis. This has substantially reduced the amount of copying and mailing of reports required by health care providers and insurance companies as well as decreased the need for paper management by Commission staff.

For more information contact William D. Robbins at 334-6042.

Description:

As a neutral party, the Rehabilitation Division supports medical recovery while facilitating an early return to employment as close as possible to the workers pre-injury status and wage. Rehabilitation consultants serve injured workers from nine field offices statewide. Referrals for services from this division come from many sources. However, the majority of referrals are received from employers or their insurance companies.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Provide early contact and prompt evaluation of the injured workers' needs.

- A. Contact referrals, complete the initial evaluation, and determine eligibility within 25 days of receiving a referral;

Actual Results			
1996	1997	1998	1999
16 days	16 days	13 days	11 days
Projected Results			
2000	2001	2002	2003
14 days	13 days	12 days	10 days

- B. Contact employer and complete an evaluation of the pre-injury job within 30 days of receiving a referral.

Actual Results			
1996	1997	1998	1999
16 days	16 days	13 days	15 days
Projected Results			
2000	2001	2002	2003
15 days	20 days	20 days	10 days

2. Return the injured worker to employment at a wage as close to pre-injury as possible.

- A. At least 60% of workers rehabilitated returned to a position with the time-of-injury employer.

Actual Results			
1996	1997	1998	1999
62%	62%	63%	62%
Projected Results			
2000	2001	2002	2003
62%	63%	63%	63%

- B. Workers whose cases are closed as "rehabilitated" earn an average of at least 90% of their pre-injury wage.

Actual Results			
1996	1997	1998	1999
98%	98%	99%	98%
Projected Results			
2000	2001	2002	2003
98%	98%	98%	98%

Industrial Commission

Rehabilitation

Program Results and Effect:

The Commission's Rehabilitation Division continues to be extremely effective in assisting injured workers in their return to employment. Last fiscal year's statistics show workers rehabilitated by the division retaining their pre-injury wage earning level. In addition to benefiting workers, this has a positive financial effect on employers in terms of reduced disability payments.

For more information contact William D. Robbins at 334-6042.

Description:

The Crime Victims Compensation Program was created to provide financial compensation to innocent victims who suffer injury or death as a result of criminal acts of others.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Determine eligibility of individuals seeking compensation.
 - A. Complete data entry of application for compensation and request needed reports from law enforcement and prosecuting attorneys' offices within an average of 10 days following the receipt of the application.

Actual Results			
1996	1997	1998	1999
25 days	10 days	10 days	3 days
Projected Results			
2000	2001	2002	2003
10 days	10 days	10 days	10 days

- B. Reduce turn-around time on production of law enforcement reports to 45 days.

Actual Results			
1996	1997	1998	1999
N/A	N/A	50 days	24 days
Projected Results			
2000	2001	2002	2003
45 days	45 days	45 days	45 days

- C. Determine eligibility within an average of 30 days following the receipt of all required information.

Actual Results			
1996	1997	1998	1999
60 days	30 days	26 days	30 days
Projected Results			
2000	2001	2002	2003
30 days	30 days	30 days	30 days

- D. Determine eligibility within an average of 90 days following receipt of the application for compensation.

Actual Results			
1996	1997	1998	1999
N/A	N/A	90 days	72 days
Projected Results			
2000	2001	2002	2003
90 days	90 days	90 days	90 days

- E. Pay claimant's first bill within an average of 30 days after determination of eligibility.

Actual Results			
1996	1997	1998	1999
N/A	N/A	60 days	32 days
Projected Results			
2000	2001	2002	2003
40 days	35 days	30 days	30 days

Industrial Commission

Crime Victims

- F. Pay claimant's first bill within an average of 120 days from receipt of application for compensation.

Actual Results			
1996	1997	1998	1999
N/A	N/A	150 days	146 days
Projected Results			
2000	2001	2002	2003
145 days	143 days	140 days	137 days

2. Determine eligibility of expenses and make appropriate payments.

- A. Determine compensability of provider's bill within 30 days following submission of all required information;

Actual Results			
1996	1997	1998	1999
180 days	30 days	45 days	30 days
Projected Results			
2000	2001	2002	2003
30 days	30 days	30 days	30 days

- B. Review all bills to assure payments have been made from collateral sources prior to payment by the CVCP.

Actual Results			
1996	1997	1998	1999
100%	100%	100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

Program Results and Effect:

During FY 1999, the Commission continues to process work flow of the Crime Victims Compensation Program (CVCP) well below targeted processing goals. Applications are promptly processed despite a 22% increase in applications for benefits, and eligibility determinations are provided within 30 days of receipt of required information. The CVCP is currently processing RFP within 32 days of the receipt of the required documentation. Payments made to innocent victims of crime continue to grow at a steady pace, to just under 2 million annually.

For more information contact William D. Robbins at 334-6042.

Description:

The Adjudication Division, including the Commissioners and Referees, ensures the timely processing and resolution of controverted workers' compensation claims and medical fee disputes; provides judicial review of appeals from the Idaho Department of Labor; and hears appeals from determinations made by the Crime Victims Compensation Program.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Provide prompt and fair adjudication of workers' compensation disputes.

- A. Hearings held within an average of 120 days following receipt of the request for calendaring;

Actual Results			
1996	1997	1998	1999
146 days	153 days	137 days	130 days
Projected Results			
2000	2001	2002	2003
130 days	125 days	125 days	120 days

- B. Decisions issued within an average of 90 days following the date the case is under advisement.

Actual Results			
1996	1997	1998	1999
136 days	143 days	130 days	153 days
Projected Results			
2000	2001	2002	2003
120 days	110 days	100 days	90 days

2. Provide an alternative method of resolving disputes through the use of mediation.

- A. Mediations scheduled within 30 days following the request for mediation;

Actual Results			
1996	1997	1998	1999
37 days	20 days	22 days	13 days
Projected Results			
2000	2001	2002	2003
30 days	30 days	30 days	30 days

- B. 80% of mediated cases resolved successfully.

Actual Results			
1996	1997	1998	1999
89%	89%	95%	95%
Projected Results			
2000	2001	2002	2003
90%	90%	90%	90%

Industrial Commission

Adjudication

3. Provide prompt and fair appellate review of lower level cases on appeal from the Department of Labor involving unemployment insurance benefits.
- A. 40% of decisions issued within 45 days following receipt of the appeal. (*Figure based on state fiscal year rather than federal fiscal year.)

Actual Results			
1996	1997	1998	1999
60.2%	66.4%	*52%	52.6%
Projected Results			
2000	2001	2002	2003
60%	60%	60%	60%

- B. 80% of decisions issued within 75 days following receipt of the appeal.

Actual Results			
1996	1997	1998	1999
68%	75.3%	77%	62.1%
Projected Results			
2000	2001	2002	2003
85%	85%	85%	85%

Program Results and Effect:

The Adjudication Division continues to focus its efforts on the timely resolution of disputes. The mediation program has been extremely successful in resolving disputes without the need of a formal hearing. This effort has resulted in a 41% increase in the number of claims successfully mediated. Referees and Commissioners have made a concerted effort to improve the timeliness of decisions issued.

For more information contact William D. Robbins at 334-6042.